STATE OF MONTANA
DEPARTMENT OF REVENUE
JOB PROFILE

Working Title
Network Systems Analyst

Job Code Title
Computer Systems Analyst

Pay Band
06

Job Code Number
151516

Information Technology and Processing Division
Information and Technology Services Bureau
Network Services Unit

Fair Labor Standards Act
Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state liquor stores and agencies and administers the laws governing the sale, taxation, and licensing of alcoholic beverages; and returns unclaimed property to its rightful owners.

The Information Technology and Processing Division serves as the operational foundation for the department's business units. Through secure, up-to-date computing and processing environments the division's Information and Technology Services Bureau (IT) and Processing and Retention Operations Bureau (PRO) contribute to the department's overall efficiency in document and payment processing while ensuring confidentiality, integrity, and availability of taxpayer data, whether in paper or electronic form. In providing these services, the division enables the department to meet its business objectives and facilitates its mission to serve the citizens of Montana. The division also includes the Administrative Team. The Information and Technology Services Bureau provides application development and support services for all revenue information systems including network services to approximately 650 users from a central office in Helena and to 60 locations in the state's 56 counties. Depending on need, services are provided either with a site visit or using remote-access technologies. The IT Bureau includes the Network Services Unit and the Applications Services Unit.

Job Responsibilities
The Network Systems Analyst enhances and maintains network systems to ensure they meet user needs; meet current information systems standards and best practices; and operate efficiently within state standards. The work includes implementing technology systems within individual work units and the department as a whole in order to meet the organization-wide goals. The position reports to the Network Services (NSU) Unit Manager and does not supervise other staff.

- **System Planning and Implementation 50%**
  1. Analyzes and evaluates business processes, system specifications, associated costs, and applicable policies and procedures to determine viable solutions to network system issues. Researches and reviews technical documentation and works with the unit manager, other network users, and management to determine potential solutions.
  2. Develops and deploys network projects that are compatible, efficient, and cost effective to support the agency's business needs. Considers direction from senior analysts, the effects of various solutions on existing system infrastructure, other business processes and systems, and needs of agency-wide staff. Identifies potential threats and liabilities to computing systems and alerts the Computer Security Specialist.

3. Defines the business requirements of network projects by meeting with users and other stakeholders to gather information on the major outputs and how the project will work with existing or proposed systems and networks. Negotiates changes to proposed systems and business processes that may be necessary to integrate project requirements with systems and business requirements. Proposes and justifies alternatives to stakeholders as needed. Develops recommendations to management or senior level analysts on network system configurations.
4. Assesses the feasibility of various design alternatives by determining resource requirements for system development, implementation, testing, and maintenance and the impacts of modifications on existing systems. Identifies costs associated with various alternatives and recommends network approaches to management or senior level analysts.
5. Provides system development, enhancement, and maintenance project support to ensure projects are completed within established timeframes as well as continued support for agency business needs. This involves tracking project progress and ensuring that users and support staff understand and are adequately trained to use and support new business systems. Coordinates information exchange and system development work with external contractors and consultants, identifies and evaluates potential problem areas, and monitors and reports work processes and progress.
6. Implements data conversion plans that ensure accurate migration of information between existing and newly developed systems. Evaluates data integrity, compatibility, and related issues to determine the impacts of conversion on existing data and modifies system implementation plans accordingly.
7. Plans and executes testing of assigned sections to evaluate the performance of system components by designing testing protocols, performance standards, and procedures; monitoring and evaluating test results; locating problems or conflicts with interconnectivity, functions, and operations; and implementing modifications to resolve problems.

- **Technical Support 45%**
  1. Provides training on assigned functions by assessing user training needs, compiling information and necessary materials, delivering training, and assessing the outcome to determine if all of the needed information was provided.
  2. Configures, installs, and performs related set-up procedures for new software and system upgrades as needed for departmental computer systems. Ensure that all machines are operating with current department software, security features, and current advances in technology. Tests and resolves installation problems and provides direction to users.
  3. Responds to technical problems referred by agency management or staff users regarding network problems by troubleshooting and isolating problems; analyzing hardware and software configurations, network components, and communication issues; and developing or coordinating solutions in-house or with contractors to correct problems.
  4. Develops technical documentation to provide accurate and complete information and data related to system design, user training, technical programming, database models and related diagrams, and other system specifications. Develops, maintains, and updates user operations manuals to provide accurate and current system procedures.
  5. Maintains functional and technical documentation. Researches hardware and software specifications, pricing, and availability as requested by authorized personnel. Purchases all requested hardware and software in accordance with state procurement procedures and policies.
  6. Identifies inefficiencies and recommends changes to IT practices, procedures, and approaches to customer service.

- **Other Duties 5%**
  1. Performs a variety of other duties as assigned by the supervisor.

Job Requirements

To perform successfully as a network systems analyst, the incumbent must be self-motivated; possess a strong work ethic; maintain a positive attitude; and enjoy working with, and for, the public. The work requires skill in managing complex and varied system development and management projects; isolating and resolving advanced technical problems; project analysis; reading and interpreting technical manuals and data reports; operating various office software applications (word processing, spreadsheet, presentation, database applications, and platforms); establishing project goals, timelines, and standards; and translating technical information to varied audiences. Skills in multi-tasking; paying attention to details and accuracy; organizing multiple tasks within short and inflexible timelines; effectively interpreting policies and procedures in a wide variety of project areas; using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems; mathematics; providing timely and effective written, verbal, and interpersonal communication; customer service; conflict resolution; and following written and oral directions are also required. This position works with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job.

The position requires knowledge of the principles and practices of computer science; functional applications; proprietary languages; information systems development, enhancement, and maintenance; systems analysis, design, testing, and documentation techniques and procedures; telecommunications and information systems networking; customer service standards; data management products; and data structures and interrelationships. The position also requires knowledge of training development and delivery methods; system and network capabilities, computer operating systems, equipment, and software; databases; data management tools; and project planning and management.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is a bachelor's degree in computer science or closely related field and three years of job-related work experience.
  - Work experience should be made up of network operating systems; troubleshooting and problem isolation; and end-user assistance.
  - Other combinations of education and experience will be evaluated on an individual basis.

Department Core Values

- Respect: As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.
- Integrity: Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.
- Productivity: Consistently strives to minimize the waste of the department's financial, facilities, and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues, and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.
- Teamwork: Maximizes cooperation and teamwork when working with other employees, divisions, and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents, and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

Working Conditions

Must work under time constraints, be able to maintain numerous projects at one time, and determine priorities on a daily basis. At times, the incumbent will deal with angry and difficult individuals to resolve concerns or to bring about compliance with regulations. This may cause stressful work conditions and a high degree of mental stress. As a Department of Revenue employee, the incumbent may come into contact with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job. This position requires considerable computer and keyboard use. Work hours may exceed 40 hours per week from time to time. Lifting may reach 45-60 pounds when lifting larger items such as computers and related equipment and pushing or moving carts or large items to repair or install computers and hardware. Some assignments may require working in uncomfortable and noisy areas. Extensive travel, sometimes under unfavorable conditions and circumstances, requires a valid Montana driver's license. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

Special requirements

- Background Examination: Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.

- Compliance with All Appropriate Montana Tax Laws: An employee's tax status must be current.

This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.

Division Administrator Review: The statements in this job profile are accurate and complete.
      Signature: <u>Margaret Kauska, Division Administrator</u>   Date: <u>August 2010</u>

Human Resource Director Review: The Office of Human Resources has reviewed this job profile.
      Signature: <u>JeanAnn Scheuer, Human Resources Director</u> Date: <u>August 2010</u>

Employee: My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: _____   Date: _____

Name (print): _____